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IHC-MM-69  
5 May 1969

MEMORANDUM FOR THE RECORD

SUBJECT: Discussion with [redacted] on COINS Test  
and Analysis

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The following are some of the highlights of a meeting held  
on 21 April 1969. Participants: [redacted]

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1. According to [redacted] the probability of the COINS  
Experiment being a failure is greater than its being a success.  
Lack of user/analyst input during the design, use of multiple  
computer languages, use of many different data elements, and  
different computer capabilities at the various locations are  
some of the principal technical factors leading to the above  
conclusion.

2. Two sets of evaluations are (a) the output from an  
assigned evaluation group, and (b) the evaluation which will  
be performed naturally by the user, etc. These two evaluations  
don't necessarily overlap.

3. Even though a "real evaluation" is not possible, COINS  
must be evaluated in a planned manner. COINS should be evaluated  
as a "total service" (not a transfer component, communications  
system, computer complex or on the value of the files). The user  
will consider it as a "total service".

4. Six months is not enough time for operation of the COINS  
system before evaluating it.

5. An evaluation does not really "evaluate", but attempts  
to report a user's reaction to a total service. Observation  
or reporting of any changes to the user's working habits over a  
long period of time may be one of the best indicators.

6. Users will not consider COINS as an experimental service  
or system but a production system.

7. Efforts should be made to prevent any unsatisfactory system  
performance being exhibited to the user if the system can be  
used in that manner.

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